

2002
Consumer Satisfaction
for
Missouri Southern Region
Regional Report
Community-based Services

Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health



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DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Comprehensive Psychiatric Services Southern Region

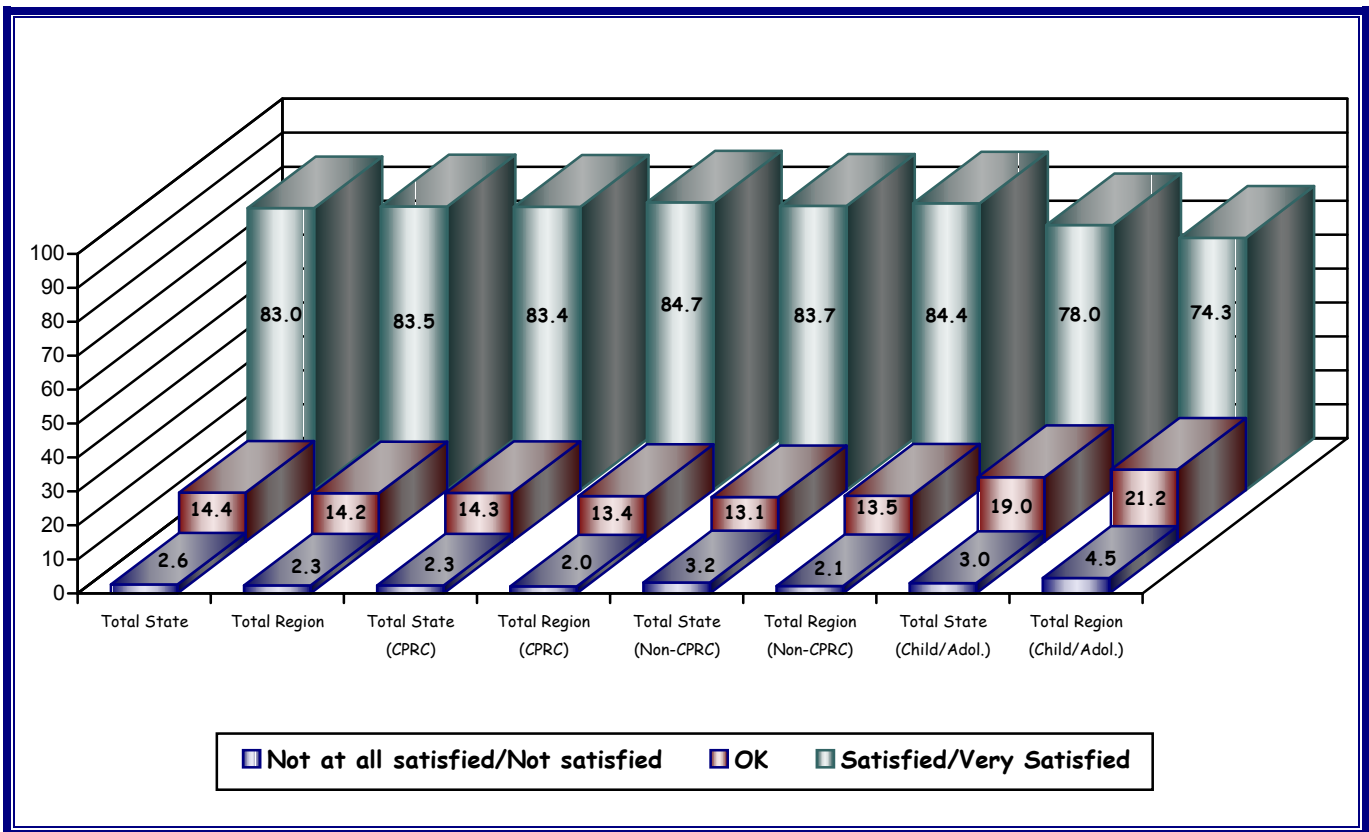
Demographics

		Total Served		Survey Returns			
		Total State CPS Community Services	Total Region CPS Community Services *	Total Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
SEX	Male	46.2%	43.0%	40.0%	41.6%	30.2%	53.8%
	Female	53.8%	57.0%	60.0%	58.4%	69.8%	46.2%
RACE	White	79.2%	95.5%	91.2%	91.1%	92.9%	87.5%
	Black	18.3%	2.6%	4.4%	4.9%	2.7%	5.4%
	Hispanic	0.6%	0.4%	0.8%	0.5%	0.9%	1.8%
	Native American	0.4%	0.5%	1.5%	1.6%	1.1%	1.3%
	Pacific Islander	0.1%	0.0%	0.1%	0.1%	0%	0%
	Alaskan	0.0%	0.0%	0%	0%	0%	0%
	Oriental	0.3%	0.1%	0%	0%	0%	0%
	Bi-Racial	0.2%	0.1%	1.6%	1.2%	1.5%	4.0%
	Other	0.8%	0.8%	0.5%	0.4%	0.9%	0%
AGE				40.16	44.47	41.05	12.43
	0-17	14.2%	17.4%	11.2%	0.2%	2.1%	98.6%
	18-49	62.7%	61.2%	60.4%	65.2%	72.9%	1.4%
	50+	23.2%	21.3%	28.4%	34.5%	25.0%	0%

Region includes: Bootheel, Burrell Mental Health Services, Clark Community Mental Health Center, Community Counseling Center, Community Health Plus/Park Hills, Family Counseling Center, Mineral Area Community Psychological Rehabilitation Center, Ozark Center, Ozark Medical Center, Pathways-Nevada, Pathways-Rolla, SEMO.

*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways may be included in several regional reports.

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 83.0% of the individuals served by Comprehensive Psychiatric Services were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (83.5% for this region versus 83.0% for the state).
- The CPRC consumers rated the program higher than other groups (84.7% with at least a "satisfied" rating).
- The lowest satisfaction was in the Child/Adolescent program, where 74.3% of those served gave a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total State Child/ Adolescent
with the staff who serve you?	4.37 (5293)	4.37 (2103)	4.38 (3329)	4.42 (1343)	4.38 (1489)	4.38 (534)	4.19 (475)	4.04 (226)
with how much your staff know about how to get things done?	4.28 (5227)	4.29 (2074)	4.31 (3304)	4.36 (1334)	4.28 (1457)	4.24 (519)	4.11 (466)	3.98 (221)
with how staff keep things about you and your life confidential?	4.42 (5225)	4.41 (2072)	4.40 (3298)	4.43 (1326)	4.48 (1461)	4.48 (523)	4.30 (466)	4.13 (223)
that your treatment plan has what you want in it?	4.25 (5203)	4.24 (2072)	4.28 (3297)	4.30 (1331)	4.21 (1442)	4.21 (522)	4.13 (464)	3.92 (219)
that your treatment plan is being followed by those who assist you?	4.31 (5171)	4.31 (2054)	4.34 (3288)	4.38 (1325)	4.30 (1427)	4.30 (510)	4.14 (456)	3.95 (219)
that the agency staff respect your ethnic and cultural background?	4.42 (5005)	4.42 (1978)	4.43 (3157)	4.45 (1267)	4.46 (1393)	4.47 (494)	4.29 (455)	4.12 (217)
with the services that you receive?	4.36 (5210)	4.37 (2074)	4.38 (3285)	4.41 (1325)	4.36 (1461)	4.37 (527)	4.22 (464)	4.12 (222)
that services are provided in a timely manner?	4.29 (5244)	4.33 (2081)	4.33 (3302)	4.40 (1331)	4.25 (1479)	4.32 (529)	4.13 (463)	3.99 (221)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The participants in the Comprehensive Psychiatric Services programs were satisfied with the services they received. All ratings were above a 4.00 ("satisfied"). The ratings of this region ranged from 4.24 to 4.42.
- The highest rated item was with the staff's respect of ethnic and cultural backgrounds (mean of 4.42).
- The lowest rated item was the content of the treatment plan (mean of 4.24).
- The CPRC Adult participants were the most satisfied with services (mean rating of 4.41).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total State Child/ Adolescent
with how you spend your day?	3.49 (5214)	3.42 (2070)	3.54 (3323)	3.51 (1334)	3.30 (1470)	3.13 (530)	3.75 (421)	3.56 (206)
with where you live?	3.70 (5185)	3.66 (2056)	3.74 (3301)	3.73 (1324)	3.56 (1466)	3.50 (529)	3.85 (418)	3.66 (203)
with the amount of choices you have in your life?	3.47 (5192)	3.40 (2061)	3.53 (3306)	3.50 (1328)	3.30 (1467)	3.11 (530)	3.58 (419)	3.47 (203)
with the opportunities/chances you have to make friends?	3.55 (5175)	3.51 (2051)	3.61 (3301)	3.60 (1326)	3.35 (1456)	3.23 (523)	3.77 (416)	3.68 (202)
with your general health care?	3.74 (5140)	3.74 (2045)	3.81 (3279)	3.84 (1321)	3.50 (1458)	3.41 (525)	3.99 (403)	3.90 (199)
with what you do during your free time?	3.54 (5170)	3.50 (2041)	3.61 (3291)	3.59 (1316)	3.32 (1463)	3.17 (524)	3.80 (416)	3.76 (201)
How safe do you feel . . .								
in your home/agency?	4.04 (5187)	4.05 (2063)	4.02 (3298)	4.04 (1330)	4.02 (1461)	4.00 (527)	4.29 (428)	4.23 (206)
in your neighborhood?	3.89 (5133)	3.91 (2034)	3.89 (3266)	3.94 (1314)	3.85 (1448)	3.80 (522)	4.02 (419)	4.03 (198)
<p>The first number represents a mean rating.</p> <p>Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the Comprehensive Psychiatric Services service ratings.
- The consumers in this region were most satisfied with how safe they feel in their home (mean of 4.05) and least satisfied with the amount of choices they have in their life (mean of 3.40).

CPS Comparison of Gender

A comparison was made between the male and female consumers in the satisfaction survey items. Females were more satisfied with the staff, knowledge of the staff, confidentiality, content of treatment plan, that the treatment plan was being followed, respect of ethnic and cultural backgrounds, services received and the timeliness of services provided. Males were more satisfied with how they spend their day, their general health care, what they do during their free time, and how safe they feel in their home/agency and in their neighborhood. (See Table I-1).

Table I-1

CPS Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.29 (825)	4.42 (1234)	F(1,2057)=13154, p<.001
with how much your staff know about how to get things done?	4.22 (813)	4.33 (1219)	F(1,2030)=8.817, p=.003
with how staff keep things about you and your life confidential?	4.34 (811)	4.46 (1219)	F(1,2028)=10.532, p=.001
that your treatment plan has what you want in it?	4.16 (810)	4.30 (1219)	F(1,2027)=10.287, p=.001
that your treatment plan is being followed by those who assist you?	4.25 (803)	4.36 (1207)	F(1,2008)=7.248, p=.007
that the agency staff respect your ethnic and cultural background?	4.32 (774)	4.49 (1161)	F(1,1933)=18.961, p<.001
with the services you receive?	4.31 (811)	4.41 (1221)	F(1,2030)=7.967, p=.005
that services are provided in a timely manner?	4.27 (816)	4.39 (1223)	F(1,2037)=9.263, p=.002
with how your spend your day?	3.50 (808)	3.36 (1219)	F(1,2025)=7.311, p=.007
with your general health care?	3.86 (798)	3.65 (1205)	F(1,2001)=18.472, p<.001
with what you do during your free time?	3.63 (794)	3.41 (1206)	F(1,1998)=16.112, p<.001
with how safe you feel in your home/agency?	4.11 (803)	4.02 (1218)	F(1,2019)=4.421, p=.036
with how safe you feel in your agency?	4.01 (785)	3.85 (1207)	F(1,1990)=11.877, p=.001

CPS Comparison of Race/Ethnicity

A comparison was made among the different racial and ethnic backgrounds. Only two items were significant. African Americans were most satisfied with safety in their home/agency and in their neighborhood, while Native Americans were least satisfied with these items. (See Table I-2.)

Table I-2

CPS Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how safe you feel in your home/agency? (a)	4.06 (1866)	4.24 (89)	4.07 (15)	3.53 (30)	3.97 (31)	3.62 (13)	F(5,2038)=2.862, p=.014
with how safe you feel in your neighborhood? (a)	3.91 (1842)	4.19 (85)	4.07 (14)	3.43 (30)	4.10 (31)	3.62 (13)	F(5,2009)=2.964, p=.011
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between Black and Native American.</p>							

CPS Comparison of Age Groups

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) young adults between 18 and 49 years of age; and (3) adults years of age or older. The adults 50 years and older were most satisfied with staff, the knowledge of the staff, confidentiality, content of the treatment plan, that the treatment plan was followed, respect of ethnic and cultural backgrounds, overall services provided, timeliness of services, where they live, amount of choices in their life, and opportunities to make friends. Youth under the age of 18 were most satisfied with the how they spend their day, their general health care, what they do in their free time, and safety in their home/agency. (See Table I-3.)

Table I-3

CPS Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, c)	4.04 (229)	4.38 (1220)	4.48 (570)	F(2,2016)=24.015, p<.001
with how much your staff know about how to get things done? (a, b, c)	3.97 (224)	4.28 (1205)	4.44 (563)	F(2,1989)=26.365, p<.001
with how staff keep things about you and your life confidential? (a, c)	4.15 (227)	4.44 (1205)	4.50 (557)	F(2,1986)=13.407, p<.001
that your treatment plan has what you want in it? (a, b, c)	3.91 (222)	4.25 (1208)	4.38 (561)	F(2,1988)=21.938, p<.001
that your treatment plan is being followed by those who assist you? (a, b, c)	3.95 (221)	4.33 (1195)	4.45 (561)	F(2,1971)=27.395, p<.001
that the agency staff respect your ethnic and cultural background? (a, c)	4.12 (221)	4.45 (1138)	4.52 (538)	F(2,1894)=19.414, p<.001
with the services you receive? (a, b, c)	4.12 (225)	4.37 (1204)	4.49 (564)	F(2,1990)=16.664, p<.001
that services are provided in a timely manner? (a, b, c)	4.00 (224)	4.33 (1212)	4.52 (563)	F(2,1996)=29.748, p<.001
with how you spend your day? (b)	3.54 (210)	3.34 (1211)	3.51 (568)	F(2,1986)=5.814, p=.003
with where you live? (b)	3.65 (208)	3.56 (1206)	3.88 (563)	F(2,1974)=13.111, p<.001
with the amount of choices you have in your life? (b)	3.45 (208)	3.33 (1206)	3.49 (567)	F(2,1978)=3.697, p=.025
with opportunity to make friends? (a, b)	3.66 (207)	3.40 (1198)	3.69 (566)	F(2,1968)=13.739, p<.001
with your general health care?	3.89 (204)	3.69 (1199)	3.80 (563)	F(2,1963)=4.073, p=.017
with what you do in your free time? (a, b)	3.76 (206)	3.40 (1199)	3.59 (561)	F(2,1963)=10.602, p<.001
with how safe you feel in your home/agency? (a, b)	4.23 (211)	3.99 (1204)	4.11 (567)	F(2,1979)=7.070, p=.001
<i>Scheffe Post-Hoc significance at .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				
(b) Interaction between 18-49 Years and 50+ Years.				
(c) Interaction between 0-17 Years and 50+ Years.				

CPS Comparison of Current Living Arrangements

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who live independently were most satisfied with the staff, knowledge of the staff, confidentiality, content of the treatment plan, that the treatment plan is followed, and services received. Consumers that lived with their biological parents were most satisfied with how they spend their day, where they live, the amount of choices they have in their lives, what they do in their free time and safety in their home/agency. Consumers living in a group home were most satisfied with opportunities to make friends. Consumers living in a residential treatment facility were most satisfied with safety in their neighborhood. Consumers who were homeless were most satisfied with the staff's respect of ethnic and cultural backgrounds and with the timeliness of services provided. Consumers who identified themselves as "Other" were most satisfied with their general health care. (See Table I-4).

Table I-4

CPS Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a, b)	4.46 (1444)	4.16 (201)	4.04 (177)	4.36 (11)	4.24 (141)	4.23 (66)	F(5,2034)=12.963, p<.001
with how much your staff know about how to get things done? (b, d)	4.37 (1427)	4.16 (198)	4.06 (172)	4.00 (11)	4.06 (139)	4.11 (66)	F(5,2007)=8.954, p<.001
with how staff keep things about you and your life confidential? (a, b)	4.49 (1425)	4.25 (197)	4.05 (174)	4.45 (11)	4.31 (140)	4.29 (65)	F(5,2006)=11.195, p<.001
that your treatment plan has what you want in it? (b)	4.31 (1427)	4.18 (197)	3.94 (175)	4.18 (11)	4.04 (137)	4.09 (64)	F(5,2005)=7.443, p<.001
that your treatment plan is being followed by those who assist you? (b, d)	4.41 (1407)	4.19 (197)	3.98 (174)	4.18 (11)	4.05 (139)	4.09 (65)	F(5,1987)=13.045, p<.001
with how the staff respect your ethnic and cultural background? (b)	4.50 (1355)	4.32 (179)	4.04 (176)	4.64 (11)	4.31 (134)	4.24 (63)	F(5,1912)=12.548, p<.001
with the services you receive? (a, b)	4.44 (1430)	4.20 (195)	4.15 (175)	4.09 (11)	4.25 (138)	4.23 (64)	F(5,2007)=7.831, p<.001
that services are provided in a timely manner? (a, b, d)	4.43 (1436)	4.14 (195)	3.99 (177)	4.45 (11)	4.14 (138)	4.15 (65)	F(5,2016)=13.782, p<.001
with how you spend your day? (d)	3.34 (1432)	3.54 (199)	3.54 (177)	2.82 (11)	3.73 (124)	3.57 (65)	F(5,2002)=5.032, p<.001
with where you live? (c, e, f, g, h)	3.67 (1428)	3.58 (197)	3.67 (175)	2.00 (10)	3.81 (121)	3.70 (66)	F(5,1991)=4.430, p<.001
with the amount of choices you have in your life?	3.33 (1428)	3.58 (199)	3.44 (175)	2.91 (11)	3.66 (122)	3.50 (66)	F(5,1995)=3.576, p=.003
with the opportunities/ chances to make friends? (a, b)	3.40 (1423)	3.85 (196)	3.78 (176)	2.70 (10)	3.74 (122)	3.75 (64)	F(5,1985)=10.350, p<.001
with your general health care? (c, f, h, j, k)	3.65 (1422)	3.99 (197)	3.99 (173)	3.45 (11)	3.87 (117)	4.00 (64)	F(5,1978)=7.134, p<.001
with what you do during your free time? (a, d)	3.40 (1414)	3.78 (199)	3.66 (172)	3.09 (11)	3.83 (120)	3.82 (65)	F(5,1975)=8.295, p<.001
with how safe you feel in your home/agency? (c, e, f, g)	4.03 (1436)	4.07 (197)	4.16 (173)	2.89 (9)	4.33 (124)	3.98 (66)	F(5,1999)=5.185, p<.001
with how safe you feel in your neighborhood?	3.86 (1426)	4.10 (192)	4.12 (167)	3.40 (10)	3.99 (120)	3.80 (65)	F(5,1974)=4.155, p=.001

Scheffe post-hoc significance at .05 or less.

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Group Home and Homeless.
- (f) Interaction between RTF and Homeless.
- (g) Interaction between Homeless and Biological Parents.
- (h) Interaction between Homeless and Other.

CPS Comparison Between Those Who Lived and Did Not Live in Residential Treatment Facilities

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. Consumers that had not lived in a residential treatment facility were more satisfied with services, while the consumers that had lived in a residential treatment facility were more satisfied with the quality of life items. (See Table I-5).

Table I-5

CPS Consumers - Comparison of Whether Lived in a Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.19 (405)	4.43 (1597)	F(1,2000)=28.944, p<.001
with how much your staff know about how to get things done?	4.15 (400)	4.34 (1578)	F(1,1976)=16.339, p<.001
with how staff keep things about you and your life confidential?	4.20 (400)	4.48 (1575)	F(1,1973)=36.622, p<.001
that your treatment plan has what you want in it?	4.11 (398)	4.29 (1577)	F(1,1973)=12.692, p<.001
that your treatment plan is being followed by those who assist you?	4.13 (397)	4.38 (1562)	F(1,1957)=26.059, p<.001
that the agency staff respect you ethnic and cultural background?	4.20 (384)	4.49 (1498)	F(1,1880)=40.732, p<.001
with the services you receive?	4.23 (396)	4.42 (1581)	F(1,1975)=16.578, p<.001
that services are provided in a timely manner?	4.13 (399)	4.40 (1586)	F(1,1983)=31.293, p<.001
with how you spend your day?	3.59 (400)	3.37 (1570)	F(1,1968)=12.260, p<.001
with the amount of choices you have in your life?	3.53 (398)	3.37 (1565)	F(1,1961)=6.397, p=.012
with the opportunities/ chances to make friends?	3.78 (396)	3.43 (1560)	F(1,1954)=28.231, p<.001
with your general health care?	3.95 (392)	3.68 (1555)	F(1,1945)=18.911, p<.001
with what you do in your free time?	3.73 (393)	3.43 (1552)	F(1,1943)=20.280, p<.001
with how safe you feel in your neighborhood?	4.04 (383)	3.87 (1556)	F(1,1937)=8.311, p=.004

CPS Comparison across Programs

A comparison was made across the different comprehensive psychiatric services programs. The CPRC consumers were most satisfied with the staff, knowledge of the staff, the content of the treatment plan and that the treatment plan is followed, with services received, timeliness of services, with where they live, and the amount of choices they have in their lives. Non-CPRC consumers were most satisfied with confidentiality and respect of ethnic and cultural backgrounds. The Child/Adolescents were most satisfied with how they spend their day, the opportunities to make friends, their general health care, with what they do in their free time, and safety in their home/agency and in their neighborhood. (See Table I-6.)

Table I-6

CPS Consumers - Comparison across Programs

How satisfied are you...	CPRC Adult	Non-CPRC Adult	Child/Adolescent	Significance
with the staff who serve you? (b, c)	4.42 (1343)	4.38 (534)	4.04 (226)	F(2,2100)=21.297, p<.001
with how much your staff know about how to get things done? (a, b, c)	4.36 (1334)	4.24 (519)	3.98 (221)	F(2,2071)=20.449, p<.001
with how staff keep things about you and your life confidential? (b, c)	4.43 (1326)	4.48 (523)	4.13 (223)	F(2,2069)=13.533, p<.001
that your treatment plan has what you want in it? (b, c)	4.30 (1331)	4.21 (522)	3.92 (219)	F(2,2069)=16.711, p<.001
that your treatment plan is being followed by those who assist you? (b, c)	4.38 (1325)	4.30 (510)	3.95 (219)	F(2,2051)=22.422, p<.001
that the agency staff respect you ethnic and cultural background? (b, c)	4.45 (1267)	4.47 (494)	4.12 (217)	F(2,1975)=16.053, p<.001
with the services you receive? (b, c)	4.41 (1325)	4.37 (527)	4.12 (222)	F(2,2071)=11.852, p<.001
that services are provided in a timely manner? (b, c)	4.40 (1331)	4.32 (529)	3.99 (221)	F(2,2078)=21.802, p<.001
with how you spend your day? (a, c)	3.51 (1334)	3.13 (530)	3.56 (206)	F(2,2067)=24.454, p<.001
with where you live? (a)	3.73 (1324)	3.50 (529)	3.66 (203)	F(2,2053)=7.238, p=.001
with the amount of choices you have in your life? (a, c)	3.50 (1328)	3.11 (530)	3.47 (203)	F(2,2058)=21.167, p<.001
with the opportunities/ chances you have to make friends? (a, c)	3.60 (1326)	3.23 (523)	3.68 (202)	F(2,2048)=22.412, p<.001
with your general health care? (a, c)	3.84 (1321)	3.41 (525)	3.90 (199)	F(2,2042)=32.171, p<.001
with what you do during your free time? (a, c)	3.59 (1316)	3.17 (524)	3.76 (201)	F(2,2038)=30.516, p<.001
with how safe you feel in your home/agency? (b, c)	4.04 (1330)	4.00 (527)	4.23 (206)	F(2,2060)=3.944, p=.020
with how safe you feel in your neighborhood? (a, c)	3.94 (1314)	3.80 (522)	4.03 (198)	F(2,2031)=4.921, p=.007
Scheffe post-hoc significance at .05 or less.				
(a) Interaction between CPRC Adults and Non-CPRC Adults.				
(b) Interaction between CPRC Adults and Child/Adolescent.				
(c) Interaction between Non-CPRC Adults and Child/Adolescent.				